

HRM Technologies selects **Acronis** and improves recovery speed by over 75%

Indian IT service provider selects Acronis Cyber Protect Cloud to protect more workloads with a single solution, growing new customers by 10% each month



Acronis

BACKGROUND

HRM Technologies (HRM) was formed in 2008 as a trusted partner for IT services and consulting in the India market. The company offers solutions around infrastructure like traditional hosting (shared, VPS, dedicated) cloud hosting and email. HRM also offers cybersecurity services such as endpoint security, network security and managed backup, as well as monitoring and management of systems, patching and asset management, remote remediation.

THE CHALLENGES

When HRM was initially defining its products and services, it needed to choose what vendors to work with. When it came to providing backup and data protection, CEO Pradip Bothra had previously worked with Vembu but felt the solution was buggy and unstable. Moreover, HRM had many advanced workloads that it managed for clients that needed protection like database applications such as SQL and Oracle. Additionally, considering HRM managed entire servers, it needed bare metal restoration support. Finally, as a service provider, HRM has a number of unique operational considerations around client management, client self-service, and integration with billing and ticketing systems that are not commonly found in enterprise-focused backup solutions.

KEY CHALLENGES

- Stability and efficiency
- Protecting key workloads like application databases
- Unique needs of a service provider

KEY REQUIREMENTS

- Support for Oracle and SQL
- Flexible pricing and licensing
- A single, consolidated solution

PROTECTED RESOURCES

- Nearly 1500 endpoints
- 20 TB of storage
- Over 100 servers

KEY BENEFITS

- Reduced CapEx and OpEx
- Improved RTO by 75%
- Protection for new workloads resulting in 10% monthly growth in new customers
- Integrated security, DLP, email security and RMM features in one solution



THE SOLUTION — ACRONIS CYBER PROTECT CLOUD

HRM evaluated Acronis, Veeam, and Cloudberry. Veeam was rejected because it lacked MSP support. Cloudberry was rejected because it required multiple solutions and additional integrations for key workloads like AWS and Azure. However, HRM quickly realized that Acronis Cyber Protect Cloud — with its support for more than 20 virtual, physical, and cloud platforms, as well as hybrid backup and recovery capabilities — was their ideal solution.

Built for service providers from the ground up, Acronis Cyber Protect Cloud is a channel-friendly solution that features strong management, provisioning, and billing functions. Through a single, centralized management console, HRM is able to manage all of their backups and recover individual files, application data, Microsoft 365 mailboxes, or entire virtual platforms. Furthermore, Acronis Cyber Protect Cloud provides the flexibility that lets HRM restore their customers to similar or dissimilar hardware while managing data from a centralized location.

TECHNICAL AND BUSINESS BENEFITS

Acronis Cyber Protect Cloud addressed all of HRM's requirements, and it now protects nearly 1,500 endpoints, over 100 servers, and nearly 20TB of storage with Acronis. On the technical side, Acronis was stable and much more efficient. According to Pradip Bothra, CEO of HRM, "Our RTO used take almost a full day, but with Acronis, this has improved over 75% and now takes between 2 to 4 hours."

On the business side, Bothra was equally impressed. He continues, "Acronis has a huge portfolio of features — there is something relevant for all of my

customers and since the pricing and licensing is flexible, we only have to pay for features that are used. Whether its file backup, Microsoft 365 backup, or Google Workspace backup, HRM has been able to grow its new clients by 10% each month as a direct result of partnering with Acronis." Furthermore, with Acronis being optimized for service providers, Bothra notes, "We can easily manage our customer environments, and Acronis allows us to be

proactive and detect any failed backups."

HRM is now looking at Acronis beyond just backup. Bothra adds, "I was very pleasantly surprised when Acronis started integrating security, DLP, email security and RMM features in one solution as it is a really important strategic move. Now we have control over all aspects of data protection in one place." Looking ahead, Bothra concludes, "HRM has pitched Acronis-powered security solutions to several customers, and we are also interested in trying the Acronis disaster recovery.

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- Pradip Bothra, CEO of HRM Technologies

ABOUT ACRONIS

Acronis unifies data protection and cybersecurity to deliver integrated, automated [cyber protection](#) that solves the safety, accessibility, privacy, authenticity, and security ([SAPAS](#)) challenges of the modern digital world. With [flexible deployment models](#) that fit the demands of service providers and IT professionals, Acronis provides superior cyber protection for data, applications, and systems with innovative [next-generation antivirus](#), [backup](#), [disaster recovery](#), and [endpoint protection management](#) solutions.

[Founded in 2003](#) and with dual headquarters in Switzerland and Singapore, Acronis is a global organization that is trusted by 100% of Fortune 1000 companies. Learn more at [acronis.com](#).